

# ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 06/01/2014 And 06/30/2015

Northern Virginia Long Term Care Ombudsman Program  
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104  
Intake line: (703) 324-5861

*S = Systemic (facility-wide issues)*

## ***Aarondale Retirement and Assisted Living, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
09/19/2014	I.64	Activities - choice and appropriateness	Verified	Resolved
	K.79	Equipment/building-disrepair, hazard, poor lighting, fire safety, no handicapped access, not secure	Verified	Resolved

## ***Arden Courts of Fair Oaks, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
06/12/2015	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Withdrawn
	J.75	Weight loss due to inadequate nutrition	Not Verified	Withdrawn
03/04/2015	B.9	Access by or to Ombudsman/visitors	Not Verified	Resolved

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## ***Belvoir Woods Health Care Center at the Fairfax, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
02/12/2015	B.8	Access to own records	Not Verified	Resolved
	F.42	Care plan/resident assessment-inadequate, failure to follow plan or Physician's orders	Not Verified	Resolved
	F.44	Medications - administration, organization	Not Verified	Resolved
	F.47	Pressure sores, not turned	Not Verified	Resolved
	F.48	Symptoms unattended, including pain, pain not managed, no notice to others of change in condition	Not Verified	Resolved
	J.70	Fluid availability/hydration	Not Verified	Resolved
	J.74	Therapeutic diet	Not Verified	Resolved

## ***Burke HealthCare Center, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
03/19/2015	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Resolved
08/11/2014	B.12	Information regarding medical condition, treatment and any changes	Not Verified	Resolved
	F.41	Call lights, response to requests for assistance	Verified	Resolved
	J.75	Weight loss due to inadequate nutrition	Not Verified	Resolved

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## ***Cherrydale Health and Rehabilitation Center, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
12/19/2014	B.12	Information regarding medical condition, treatment and any changes	Not Verified	Resolved
	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Resolved
	F.42	Care plan/resident assessment-inadequate, failure to follow plan or Physician's orders	Not Verified	Resolved
	F.44	Medications - administration, organization	Verified	Resolved
	F.48	Symptoms unattended, including pain, pain not managed, no notice to others of change in condition	Verified	Resolved
	F.49	Toileting, incontinent care	Not Verified	Resolved
	K.81	Infection control	Not Verified	Resolved
	L.90	Inappropriate or illegal policies, practices, record-keeping	Verified	Resolved

## ***Chesterbrook Residences, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
02/03/2015	B.8	Access to own records	Verified	Resolved
	F.44	Medications - administration, organization	Verified	Resolved

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## ***Culpepper Garden III, Inc., Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
08/01/2014	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Resolved
	D.34	Reprisal, retaliation	Not Verified	Referred to Other Agency

## ***Emilia Assisted Living of Ashlawn Court, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
04/10/2015	A.3	Abuse, verbal/mental (including involuntary seclusion)	Not Verified	Withdrawn
	D.26	Dignity, respect - staff attitudes	Not Verified	Withdrawn

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## ***Envoy Health Care of Alexandria, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
03/31/2015	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Verified	Resolved
	G.58	Therapies, physical, occupational, speech	Verified	Resolved
	O.111	Access to information, application	Verified	Resolved
02/06/2015	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Verified	Resolved
	M.98	Staff training, lack of screening	Verified	Resolved
	O.111	Access to information, application	Verified	Partially Resolved
12/09/2014	D.26	Dignity, respect - staff attitudes	Not Verified	Resolved
	F.42	Care plan/resident assessment-inadequate, failure to follow plan or physician orders	Verified	Resolved
	F.44	Medications - administration, organization	Not Verified	Resolved
10/02/2014	B.12	Information regarding medical condition, treatment and any changes	Verified	Partially Resolved
	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Verified	Resolved
	D.26	Dignity, respect - staff attitudes	Not Verified	Not Resolved
	F.44	Medications - administration, organization	Not Verified	Partially Resolved

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10/02/2014	I.67	Social services - availability/appropriateness	Verified	Partially Resolved
08/15/2014	M.97	Shortage of staff	Verified	Resolved
07/15/2014	J.71	Food service - quantity, quality, variation, choice, condiments, utensils, menu	Verified	Resolved
07/29/2014	F.48	Symptoms unattended, including pain, pain not managed, no notice to others of change in condition	Verified	Resolved
07/21/2014	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Resolved

## ***Fairfax Nursing Center, Inc., Nursing Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
03/06/2015	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Resolved
08/22/2014	F.42	Care plan/resident assessment-inadequate, failure to follow plan or physician orders	Not Verified	Resolved
	F.44	Medications - administration, organization	Not Verified	Resolved
	F.45	Personal hygiene (includes nail care & oral hygiene) & adequacy of dressing & grooming	Not Verified	Resolved

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## Golden Living Center, Nursing Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
06/04/2015	D.26	Dignity, respect - staff attitudes	Not Verified	Partially Resolved
	K.79	Equipment/building-disrepair, hazard, poor lighting, fire safety, no handicapped access, not secure	Not Verified	Partially Resolved
03/10/2015	B.9	Access by or to Ombudsman/visitors	Not Verified	Resolved
02/18/2015	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Partially Resolved
03/27/2015	D.26	Dignity, respect - staff attitudes	Verified	Resolved
06/03/2015	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Verified	Resolved
12/02/2014	D.32	Privacy in treatment, confidentiality	Not Verified	Resolved
	F.44	Medications - administration, organization	Not Verified	Partially Resolved
11/04/2014	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Verified	Resolved
	F.44	Medications - administration, organization	Verified	Resolved
	F.46	Physician services, including podiatrist	Verified	Resolved
08/21/2014	D.26	Dignity, respect - staff attitudes	Verified	Partially Resolved
	K.78	Cleanliness, pests, general housekeeping	Verified	Resolved

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## ***Great Falls ALF, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
10/03/2014	B.13	Information regarding rights, benefits, services, the resident's right to complain	Verified	Resolved
	K.83	Odors	Verified	Resolved

## ***Greenspring Village, Inc., Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
08/13/2014	A.1	Abuse, physical (including corporal punishment)	Not Verified	Resolved

## ***Heatherwood Retirement Community, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
10/22/2014	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Resolved



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## ***Heritage Hall Nursing and Rehabilitation Center, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
07/17/2014	F.41	Call lights, response to requests for assistance	Verified	Resolved

## ***Home ElderCare, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
10/27/2014	A.5	Gross neglect	Verified	Resolved
	F.44	Medications - administration, organization	Verified	Resolved
	F.45	Personal hygiene (includes nail care & oral hygiene) & adequacy of dressing & grooming	Verified	Resolved
	G.58	Therapies, physical, occupational, speech	Verified	Partially Resolved
	H.61	Physical restraint - assessment, use, monitoring	Verified	Resolved
	I.64	Activities - choice and appropriateness	Verified	Resolved

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## ***Iliff Nursing and Rehabilitation Center, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
05/26/2015	A.5	Gross neglect	Not Verified	Not Resolved
01/15/2015	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Resolved

## ***Jefferson, The, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
08/25/2014	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Resolved
	F.41	Call lights, response to requests for assistance	Not Verified	Resolved
	F.44	Medications - administration, organization	Not Verified	Resolved
	F.49	Toileting, incontinent care	Not Verified	Not Resolved
	M.97	Shortage of staff	Not Verified	Partially Resolved

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## ***Leewood Assisted Living, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
12/08/2014	K.79	Equipment/building-disrepair, hazard, poor lighting, fire safety, no handicapped access, not secure	Verified	Partially Resolved

## ***Leewood Healthcare Center, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
03/04/2015	F.41	Call lights, response to requests for assistance	Not Verified	Partially Resolved
	G.53	Assistive devices or equipment	Verified	Resolved
09/09/2014	D.30	Participate in care planning by resident and/or designated surrogate	Not Verified	Resolved
	E.37	Personal funds - mismanaged, access/information denied, deposits and other money not returned	Verified	Resolved
09/09/2014	D.30	Participate in care planning by resident and/or designated surrogate	Not Verified	Resolved
	E.38	Personal property lost, stolen, used by others, destroyed, withheld from Resident	Not Verified	Resolved

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10/07/2014	F.46	Physician services, including podiatrist	Not Verified	Partially Resolved
	J.70	Fluid availability/hydration	Verified	Partially Resolved
	K.78	Cleanliness, pests, general housekeeping	Verified	Resolved
	K.79	Equipment/building-disrepair, hazard, poor lighting, fire safety, no handicapped access, not secure	Verified	Resolved
	K.80	Furnishings, storage for residents	Verified	Resolved
	K.82	Laundry - lost, condition	Verified	Resolved
	L.94	Resident or family council/committee interfered with, not supported	Not Verified	Not Resolved
	M.96	Communication, language barrier	Verified	Partially Resolved
10/07/2014	M.98	Staff training, lack of screening	Verified	Partially Resolved
06/05/2014	A.5	Gross neglect	Not Verified	Resolved
	B.12	Information regarding medical condition, treatment and any changes	Verified	Resolved
	F.48	Symptoms unattended, including pain, pain not managed, no notice to others of change in condition	Verified	Resolved
	L.90	Inappropriate or illegal policies, practices, record-keeping	Verified	Resolved

## *Lincolnian Senior Residences, Assisted Living Facility*

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
10/28/2014	L.94	Resident or family council/committee interfered with, not supported	Not Verified	Resolved
10/06/2014	D.26	Dignity, respect - staff attitudes	Verified	Resolved
	E.38	Personal property lost, stolen, used by others, destroyed, withheld from resident	Not Verified	Not Resolved

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## ***ManorCare Health Services - Alexandria, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
01/14/2015	B.12	Information regarding medical condition, treatment and any changes	Not Verified	Resolved
	F.48	Symptoms unattended, including pain, pain not managed, no notice to others of change in condition	Not Verified	Resolved

## ***ManorCare Health Services - Arlington, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
05/20/2015	M.97S	Shortage of staff	Verified	Resolved

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## ***ManorCare Health Services - Fair Oaks, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
05/13/2015	F.45	Personal hygiene (includes nail care & oral hygiene) & adequacy of dressing & grooming		Withdrawn
	I.65	Community interaction, transportation		Withdrawn
	J.71	Food service - quantity, quality, variation, choice, condiments, utensils, menu		Withdrawn
	M.97	Shortage of staff		Withdrawn
04/28/2015	G.53	Assistive devices or equipment	Verified	Partially Resolved
11/24/2014	E.38	Personal property lost, stolen, used by others, destroyed, withheld from resident	Not Verified	Resolved
11/24/2014	K.78	Cleanliness, pests, general housekeeping	Verified	Resolved
10/15/2014	A.1	Abuse, physical (including corporal punishment)	Not Verified	Resolved
	F.44	Medications - administration, organization	Not Verified	Resolved
09/25/2014	F.45	Personal hygiene (includes nail care & oral hygiene) & adequacy of dressing & grooming	Not Verified	Not Resolved
	F.48	Symptoms unattended, including pain, pain not managed, no notice to others of change in condition	Not Verified	Not Resolved
	J.75	Weight loss due to inadequate nutrition	Not Verified	Not Resolved

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09/25/2014	K.81	Infection control	Not Verified	Not Resolved
	M.97	Shortage of staff	Not Verified	Not Resolved
	P.125	Problems with resident's physician/assistant	Not Verified	Not Resolved
10/08/2014	D.26	Dignity, respect - staff attitudes	Not Verified	Resolved
	F.44	Medications - administration, organization	Not Verified	Resolved
	F.46	Physician services, including podiatrist	Not Verified	Resolved
	G.58	Therapies, physical, occupational, speech	Not Verified	Resolved

## ***Mary Marshall Assisted Living, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
04/16/2015	K.78S Cleanliness, pests, general housekeeping	Verified	Resolved
01/14/2015	D.26 Dignity, respect - staff attitudes	Not Verified	Resolved

## ***Mount Vernon Nursing Center, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
10/01/2014	J.70 Fluid availability/hydration	Not Verified	Resolved

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## ***Paul Spring Retirement Community, Assisted Living Facility***

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06/17/2014	C.19 Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Referred to Other Agency
	D.26 Dignity, respect - staff attitudes	Verified	Partially Resolved
	D.27 Exercise preference/choice and/or civil/religious rights, individual's right to smoke	Verified	Not Resolved
	D.30 Participate in care planning by resident and/or designated surrogate	Verified	Not Resolved
	F.44 Medications - administration, organization	Verified	Not Resolved
	G.58 Therapies, physical, occupational, speech	Not Verified	Not Resolved



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## ***Potomac Center, Genesis ElderCare Network, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
01/14/2015	K.78S	Cleanliness, pests, general housekeeping	Verified	Resolved
	K.79S	Equipment/building-disrepair, hazard, poor lighting, fire safety, no handicapped access, not secure	Verified	Resolved
12/23/2014	C.18	Bed hold - written notice, refusal to readmit	Verified	Not Resolved
	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Verified	Not Resolved
	F.44	Medications - administration, organization	Verified	Not Resolved
11/13/2014	G.53	Assistive devices or equipment	Verified	Partially Resolved

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## ***Potomac Falls Health & Rehab Center, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
05/14/2015	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Verified	Resolved
	D.34	Reprisal, retaliation	Not Verified	Resolved
	F.42	Care plan/resident assessment-inadequate, failure to follow plan or physician orders	Not Verified	Resolved
	G.58	Therapies, physical, occupational, speech	Verified	Resolved
	J.72	Snacks, time span between meals, late/missed meals	Not Verified	Resolved
01/21/2015	F.41	Call lights, response to requests for assistance	Verified	Resolved
08/25/2014	K.79S	Equipment/building-disrepair, hazard, poor lighting, fire safety, no handicapped access, not secure	Not Verified	Resolved
08/11/2014	B.10S	Access to facility survey/staffing reports/license	Verified	Resolved

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## ***Powhatan Nursing Home, Inc., Nursing Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
11/06/2014	B.12	Information regarding medical condition, treatment and any changes	Verified	Resolved
	J.75	Weight loss due to inadequate nutrition	Not Verified	Resolved

## ***Sunrise Assisted Living of Arlington, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
06/11/2014	K.77S	Air/environment: temperature and quality (heating, cooling, ventilation, water), noise	Not Verified	Resolved

## ***Sunrise at Bluemont Park, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
06/27/2014	F.41	Call lights, response to requests for assistance	Not Verified	Partially Resolved

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## ***Sunrise at Reston Town Center, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
04/30/2015	E.36	Billing charges - notice, approval, questionable, accounting wrong or denied	Verified	Resolved

## ***Sunrise of Falls Church, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
04/16/2015	E.36	Billing charges - notice, approval, questionable, accounting wrong or denied	Verified	Not Resolved
	K.79	Equipment/building-disrepair, hazard, poor lighting, fire safety, no handicapped access, not secure	Verified	Partially Resolved

## ***Vinson Hall, Assisted Living Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
10/30/2014	K.79	Equipment/building-disrepair, hazard, poor lighting, fire safety, no handicapped access, not secure	Verified	Resolved

# ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 06/01/2014 And 06/30/2015

Northern Virginia Long Term Care Ombudsman Program  
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104  
Intake line: (703) 324-5861

*S = Systemic (facility-wide issues)*

## ***Washington House, The, Nursing Facility***

<b><u>Date Closed</u></b>	<b><u>Category</u></b>	<b><u>Verification</u></b>	<b><u>Disposition</u></b>
05/07/2015	F.42	Care plan/resident assessment-inadequate, failure to follow plan or physician orders	Not Verified Withdrawn
	F.44	Medications - administration, organization	Not Verified Withdrawn
	F.48	Symptoms unattended, including pain, pain not managed, no notice to others of change in condition	Not Verified Withdrawn

# ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

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## ***Woodbine Rehabilitation and Healthcare Center, Nursing Facility***

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
12/17/2014	G.58	Therapies, physical, occupational, speech	Not Verified	Resolved
09/19/2014	A.1	Abuse, physical (including corporal punishment)	Not Verified	Referred to Other Agency
08/25/2014	F.48	Symptoms unattended, including pain, pain not managed, no notice to others of change in condition	Not Verified	Not Resolved
	J.75	Weight loss due to inadequate nutrition	Not Verified	Not Resolved
08/20/2014	F.45	Personal hygiene (includes nail care & oral hygiene) & adequacy of dressing & grooming	Not Verified	Resolved
	F.50	Tubes - neglect of catheter, gastric, NG tube (use D.28 for inappropriate/forced use	Not Verified	Resolved
06/11/2014	A.1	Abuse, physical (including corporal punishment)	Not Verified	Resolved
06/12/2014	A.1	Abuse, physical (including corporal punishment)	Not Verified	Resolved